

Vacancy Announcement



U.S. Embassy Iraq

**ANNOUNCEMENT
NUMBER:11-69 (T)**

**SUBJECT:
Special Consular Services Assistant
Training Grade, FSN-06**

**DATE:
04/20/2011**

OPEN TO: All Interested Candidates/All Sources

FROM: Human Resources Office

POSITION: Special Consular Services Assistant-Training Grade, FSN-6; FP-8*

OPENING DATE: April 20, 2011

CLOSING DATE: May 4, 2011

WORK HOURS: Full time: 40 hours/week

SALARY: *Ordinarily Resident (OR): 35,753 USD p.a. (Starting Basic salary)
(Position Grade: FSN-6)

*Not-Ordinarily Resident (NOR): 39,994 USD p.a. (Starting Basic salary)
(Position Grade: FP-8).

**ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK
AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Baghdad is seeking an individual to fill the position of Special Consular Services Assistant in the Consular Section.

BASIC FUNCTION OF THE POSITION

Employee is responsible for performing the full spectrum of American citizen services, including emergency services, child custody, repatriation, passport and citizenship, voting assistance and federal benefits. The incumbent must have a thorough knowledge of U.S. laws and regulations, as well as a range of contacts in local government in order to fulfill job responsibilities. The employee is also responsible for performing services with a high degree of independence; consults with ACS officer on difficult cases.

A copy of the complete description of all duties and responsibilities is available at <http://iraq.usembassy.gov/iraq/jobs.html>.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of university studies or college is required.
2. One year experience in the area related to customer service and/or work applying regulatory procedures or guidance is required.
3. Level III (Good Working Knowledge) of Speaking/Reading/Writing English and Level IV (Fluent) Speaking/Reading/Writing Arabic is required (Language proficiency will be tested).
4. Knowledge on local legal and criminal proceedings in Iraq and local work culture in host country ministries, departments and other organizations is required.
5. Must be able to develop and maintain an extensive range of contacts with local officials & service providers and render advice with detachment and objectivity.
6. Computer skills are required (Computer skills will be tested)

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidates specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see *Appendix B*); **or**
3. A combination of both; i.e., Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Interested applicants may apply for this position by filling out the DS 174-Universal Application for Employment form and e-mailing it to BaghdadHR@state.gov.

To view the DS 174-Universal Application for Employment form (UAE) and application instructions, please click on below:

<http://iraq.usembassy.gov/media/2010-current-pdfs/uae-and-instructions.pdf>

E-mails received without the appropriate subject line will not be considered.
Your e-mail must state the vacancy title and vacancy announcement number in the subject line, example: VA11-69 (T) Special Consular Services Assistant-Training Grade

The Universal Application form is also available at the U.S. Embassy Baghdad internet:
<http://iraq.usembassy.gov/iraq/jobs.html>

CLOSING DATE FOR THIS POSITION: MAY 4, 2011

The US Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such

complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

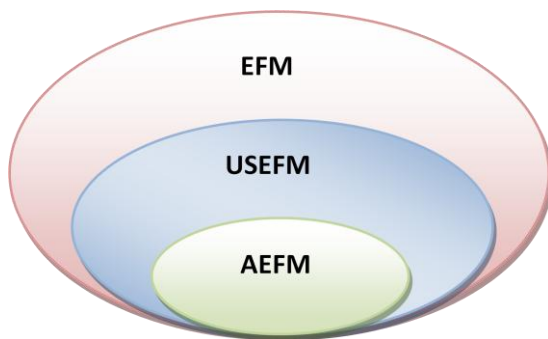
Approved: A/SHRO/WG

Cleared : CONS/CH

Drafted : HRA/HS

Appendix A

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,

- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No; if yes, provide number*)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

Vacancy Announcement

U.S. Embassy, Iraq



Announcement Number: 11-69(T)	SUBJECT: Special Consular Services Assistant Training Grade, FSN-6 Major Duties and Responsibilities	Opening Date: 04/20/2011 Closing Date: 05/04/2011
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Special Consular Services

40%

Serves as case manager and advises the ACS officer regarding the disposition of unusual or longstanding cases. Helps investigate missing persons and welfare and whereabouts cases. Keeping the ACS officer and consular management advised report's findings to concerned relatives, neighboring posts, and the State Department with minimal supervision. Maintains excellent working relationships with local police, immigration, hospitals, and other embassies operating in Baghdad, ensuring continuing cooperation with local officials serving foreigners in the consular district. On cases relating to the death of an American citizen, prepares consular reports of death and mortuary certificates and maintains close working relationships with airlines, funeral homes and police. Professionally and compassionately advises families of deceased Americans on local mortuary guidelines and assists them in the repatriation of remains to the United States. Prepares loan documents for repatriation of destitute Americans.

Passport and Citizenship

30%

Interviews applicants seeking passport and citizenship services and advises them as to necessary documentation required to complete applications. Refers cases of a complex nature, such as replacement of mutilated passports, excessive lost passports, diplomatic and official passport renewal, citizenship for first-time applicants, or cases involving possible loss of citizenship, to the ACS officer for analysis and adjudication. Conducts preliminary interviews with these applicants, maintaining vigilance to possible intent to defraud and to questionable claims to U.S. citizenship. Submits evaluative comments and recommendations and consults with ACS officer regarding the proper disposition of such cases. In this context, makes preliminary determination as to whether, in light of applicable laws, regulations, legal precedents, and court decisions, the applicant has a valid claim to U.S. citizenship and is entitled to a passport. Recommends further investigation if deemed appropriate. Prepares emergency passports and consular reports of birth abroad (CRBA) for signature by ACS officer; reports on monthly passport and CRBA issuances; mails passport applications to the National Passport Center.

Federal Benefits, Notarization, and Information Assistance

20%

Distributes federal benefits (Social Security and Veterans Administrations) checks to American citizens and provides information on these benefits consistent with applicable laws and policies. Prepares documents for notary services, authentication and legalization in accordance with applicable U.S. and local laws and regulations. Advises American citizens requiring assistance with vendor complaints and property claim disputes; manages ACS lawyers list. Orders and distributes tax forms and coordinates annual federal taxpayer assistance program. Stays alert to possible changes to possible changes to post resource lists of medical providers, hotels, airlines, express mail and shippers, foreign affairs and other Iraqi government offices, and local marriage requirements, performing updates as needed. Updates and maintains information relating to voting rules in every U.S. state. Provides voting information to American citizens, both during office hours and during outreach activities. Replies to inquiries on the above topics by e-mail and telephone, and at the ACS window.

Operation of Automated Cash Register System (ACRS)- Alternate

10%

Serves as alternate consular sub-cashier. Operates ACRS to collect and refund fees for consular services for American citizens, immigrant, and non-immigrant visa applicants. Submits daily cash intake to the Embassy Class B cashier.